Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2010-03-19
Date of Last Change to Activities: 2012-08-24
Investment Auto Submission Date: 2012-02-29
Date of Last Investment Detail Update: 2012-02-29
Date of Last Exhibit 300A Update: 2012-07-30
Date of Last Revision: 2012-08-24

Agency: 016 - Social Security Administration **Bureau:** 00 - Agency-Wide Activity

Investment Part Code: 02

Investment Category: 00 - Agency Investments

1. Name of this Investment: Infrastructure - Telecommunications

2. Unique Investment Identifier (UII): 016-000002251

Section B: Investment Detail

1. **Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

The Social Security Administration's (SSA) Telecommunications investment provides secure, easy-to-use and fast electronic services via the internet through telephone services, wide area network and video teleconferencing systems. This investment allows SSA to maintain current systems and to continue enhancing and refreshing telecommunications equipment and provides ongoing improvement of connectivity and bandwidth for data, voice and video communications. It benefits the American public as it continues to improve and expand the use of telecommunications services as an effective, efficient, economical and secure method of processing claims for beneficiaries. Beneficiaries include claimants in disability hearings, as well as those utilizing SSA's call-in capabilities. The Telecommunications investment ensures that the agency can conduct business internally and externally via a private network (SSANet). SSANet is the conduit for both inbound and outbound information allowing agency personnel to communicate securely internally and with the public. It supports various types of applications such as allowing claimants to file claims via the internet or check the status of claims via the telephone. SSANet provides a connection with various Disability Determination Services (DDS) centers throughout the country to the agency's data center. Telecommunications is one of three investments that make up the SSA Infrastructure. Infrastructure as a whole provides Information Technology (IT) services to SSA that allows the agency to manage IT operations and workloads across all programs.

Telecommunications, in conjunction with the Data Center and Office Automation investments, are interdependent in providing the central and necessary Infrastructure at SSA. Telecommunications is also closely related to the National Support Center (NSC) investment. Telecommunications provides infrastructure support to the NSC as it migrates all current data center operations at SSA from the National Computer Center (NCC) to its new data center. The Telecommunications Investment supports SSA's main strategic goals to eliminate the hearings backlog, improve SSA's retiree and other core services, and to improve the speed and quality of SSA's disability process.

2. **How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.**

Telecommunications is central to and closes performance gaps in support of many agency strategic goals identified in the SSA's published strategic plan (FY2008-FY2013). First, Telecommunications is aligned with the strategic goal to improve the speed and quality of the disability case processing. Telecommunications provides a private network called SSANet which supports the ability to apply for disability online. It is central to ensuring that all SSA claimants and beneficiaries are able to quickly navigate their way through the SSA disability process while also increasing the amount of that activity which is taking place online. In addition, as Telecommunications provides ongoing improvement of connectivity and bandwidth for data, voice and video communications, it supports the efficiency and speed of the disability process. In the case where Telecommunications was not fully funded, or was not able to provide continued support to the communications at SSA, the speed and quality of the disability case process would be greatly affected, impacting the amount of applications that are being accepted online, and greatly diminishing the speed and efficiency with which SSA provides services and benefits to the American public. Second, Telecommunications is aligned with the strategic goal to improve retiree and other core services. Telecommunications is central to facilitating online application submittals and preparing for the baby boom generation that will increase the quantity of filings per year. As online application submittals increase with the baby boom generation, Telecommunications is able to support this directly through, as mentioned above, SSANet, as well as the continued maintenance and updates of communications at SSA. Without Telecommunications and the SSANet, improvement of the retiree and other core services is not achievable. Third, Telecommunications is aligned with the strategic goal to eliminate SSA's hearings backlog and prevent its recurrence. Telecommunications is necessary to provide the automation services to speed the hearings process through its offerings of fast, efficient voice and video communications. The services provided by Telecommunications lead to individuals receiving decisions on their hearings more quickly. Without Telecommunications supporting this effort, the hearings backlog will not decrease as quickly or may not decrease at all.

3. **Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.**

In FY2011, the Telecommunications investment continued its support of the National 800 Number, which is central to SSA's communication with the American public. Telecommunications was also able to continue providing the SSANet Wide Area Network (WAN) which transports mission critical information in support of many of SSA's initiatives,

such as the speed and quality of the disability process. In addition, equipment was purchased for Offices of Disability Adjudication and Reviews (ODAR) across the country in order to support the elimination of the hearings backlog. Lastly, Telecommunications also provided maintenance to new systems, refreshments systems, and moves for agency-wide Video Teleconference (VTCs) Systems, Multimedia Technology Centers (MTC), and more. This refreshment allows the models to keep pace with current technology, and assists with increasing workloads.

4. **Provide a list of planned accomplishments for current year (CY) and budget year (BY).**

In FY2012 and FY2013, the Telecommunications investment has many planned accomplishments related to its main objective of providing secure, easy-to-use and fast electronic services via the internet through telephone services, wide area network and video teleconferencing systems. In FY2012 and FY2013, Telecommunications plans to continue to provide support to the National 800 number. Building on the accomplishments achieved in FY2011, Telecommunications will continue to provide the SSANet Wide Area Network (WAN) through FY2012 and FY2013 which ensures mission-critical access to SSA's benefits programs. In addition, Telecommunications plans to provide wireless devices and services, such as cellular phones, to mission critical SSA employees. This initiative will continue to allow SSA employees to simplify and streamline their work, especially for employees that are located at different SSA locations. Telecommunications will also provide maintenance to new systems, refreshment systems, and moves for agency-wide Video Teleconference (VTCs) Systems, Multimedia Technology Centers (MTC), and smaller telephone and telecommunication systems. Refreshment allows the models to keep pace with current technology, and assists with increasing workloads. Significant technology changes being supported by Telecommunications are also planned for the Campus Cable Television (CATV) as it upgrades from analog to digital, and the installation of Video Walls located at the National Computer Center (NCC). The new High Definition (HD) Broadcast Studio supporting the Office of Communication (OCOMM) is also a planned accomplishment for FY2012, specifically to set up a satellite uplink for the studio.

5. **Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2011-08-25

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	$0.0	$0.0	$0.0	$0.0
DME (Excluding Planning) Costs:	$52.0	$32.7	$15.6	$10.8
DME (Including Planning) Govt. FTEs:	$3.0	$2.8	$1.1	$1.0
Sub-Total DME (Including Govt. FTE):	$55.0	$35.5	$16.7	$11.8
O & M Costs:	$332.3	$159.8	$179.5	$142.8
O & M Govt. FTEs:	$22.6	$13.6	$12.6	$13.3
Sub-Total O & M Costs (Including Govt. FTE):	$354.9	$173.4	$192.1	$156.1
Total Cost (Including Govt. FTE):	$409.9	$208.9	$208.8	$167.9
Total Govt. FTE costs:	$25.6	$16.4	$13.7	$14.3
# of FTE rep by costs:	209	131	107	108
Total change from prior year final President's Budget ($)		$9.1	$41.2	
Total change from prior year final President's Budget (%)		4.50%	24.60%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

FY2011 funding increased from the PB submission primarily due to the buy down of FY12 ITSSC contractor support, and acquisition of routers, switches and related hardware. FY12 increased in order to continue national 800 number services under the Call Center Network Solution (CCNS) contract, pending the completion of the CARE 2020 National 800 Number implementation.

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value ($M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	2800	SS000640002	GS35F0493K	4730							
Awarded	2800	SS000940010	GS35F0663R	4730							
Awarded	2800	SS000940028	GS35F4076D	4730							
Awarded	2800	SS000940034	GS35F0262T	4730							
Awarded	2800	SS001040013	GS35F0789J	4730							
Awarded	2800	SS001050050									
Awarded	2800	SS001130075	GS35F0585N	4730							
Awarded	2800	SS001060017									
Awarded	2800	SS000840034	GS35F0487K	4730							
Awarded	2800	SS001140009	GS35F4506G	4730							
Awarded	2800	SS000740029	GS35F0297K	4730							
Awarded	2800	SS001060108									
Awarded	2800	SS001040014	GS35F4076D	4730							
Awarded	2800	SS001130795	GS35F0495V	4730							
Awarded	2800	SS000760066									
Awarded	2800	SS000940027	GS35F0477N	4730							
Awarded	2800	SS041130035	GS35F0503M	4730							
Awarded	2800	SS001140005	GS35F0663R	4730							
Awarded	2800	SS001131075	GS35F0119P	4730							
Awarded	2800	SS001150284									
Awarded	2800	SS001150310									
Awarded	2800	SS011130005	SS000760066	2800							
Awarded	2800	SS000840020	GS35F4076D	4730							
Awarded	2800	SS000840039	GS35F4663G	4730							

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value ($M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	2800	SS000860074									
Awarded	2800	SS000860150									
Awarded	2800	SS000931304	GS35F0585N	4730							
Awarded	2800	SS001250026									
Awarded	2800	SS001250029									
Awarded	2800	SS001250040									
Awarded	2800	SS001230021	SS000860074	2800							
Awarded	2800	SS001230123	GS00T07NSD0010	4735							
Awarded	2800	SS001040039									
Awarded	2800	SS001230259	GS35F0337P	4730							
Awarded	2800	SS001230289	GS35F0511T	4730							
Awarded	2800	SS001230303	NNG07DA28B	8000							
Awarded	2800	SS001130565	NNG07DA31B	8000							
Awarded	2800	SS001230387	GS00Q12NSD0014	4732							
Awarded	2800	SS001230513	NNG07DA20B	8000							
Awarded	2800	SS001060082									
Awarded	2800	SS001240013	GS35F0511T	4730							
Awarded	2800	SS001230536	NNG07DA36B	8000							
Awarded	2800	SS001250190									
Awarded	2800	SS001250191									

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:
SSA's Earned Value Management (EVM) policy and implementation was reviewed by OMB, OIG and others and deemed consistent with the intent of OMB's M-10-27 (and its predecessors) and the ANSI standards, which define a compliant EVM System. SSA performs the vast majority of our work in-house, and thus conducts EVM and program management at the total program level which includes both Government

costs and support contracts. The inclusion of Earned Value in SSA contracts is based on the type of contract let, the services performed, and the date when the contract was let. When applicable per policy, Earned Value Management requirements are applied to SSA contractors in one of two ways. The first is to require the contractor to satisfy requirements in accordance with FAR 52.234. SSA currently has seven contracts that include a modified EVM FAR clause. The second is for the contractor to provide necessary data directly into SSA's in-house EVMS. SSA's in-house, program-level EVMS enables contractor efforts to be easily and separately monitored, yet produces data attributable to the component and sub-component level. Where appropriate, successor contracts to expiring SSA contracts include a modified EVM FAR clause suited to SSA's program level EVMS. Examples include the IT Support Services Contract (ITSSC) replacing the Agency Wide Support Services Contract (AWSSC), and the DCPS contract eventually replacing the Versa and Levy (Iron Data) contracts.

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-08-24

Section B: Project Execution Data

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost ($M)
ITC04	FY11 Telecommunications	This investment provides secure, easy-to-use and fast electronic services to the public via the internet, telephone services, wide area network and video teleconferencing systems.			
ITC0501	FY12 Telecommunications Development, Modernization, and Enhancement	Fund and staff all DM&E activities related to the SSA network and voice/data/video communications.			
ITC0502	FY12 Telecommunications Operations and Maintenance	Fund and staff all O&M activities related to the SSA network and voice/data/video communications.			
ITC0503	FY12 Telecommunications Management Overhead	Management and overhead work years are based on the total number of FTEs and contractors allocated to this program for project-related work.			
ITC0504	FY12 Telecommunications non-DCS Support	GS-2210 IT Specialists supporting major IT initiatives that work in various agency-level offices outside the Office of Systems.			

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities ($M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance ($M)	Cost Variance (%)	Total Planned Cost ($M)	Count of Activities
ITC04	FY11 Telecommunications							
ITC0501	FY12 Telecommunications Development, Modernization, and Enhancement							
ITC0502	FY12 Telecommunications Operations and Maintenance							
ITC0503	FY12 Telecommunications Management Overhead							
ITC0504	FY12 Telecommunications non-DCS Support							

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
ITC04	FY11 Telecommunications	This investment provides secure, easy-to-use and fast electronic services to the public via the internet, telephone services, wide area network and video teleconferencing systems.	2011-09-30	2011-09-30	2011-09-30	364	0	0.00%
ITC0502	FY12 Telecommunications Operations and Maintenance - 1st and 2nd Qtrs	Fund and staff all O&M activities related to the SSA network and voice/data/video communications.	2012-03-31	2012-03-31	2012-03-31	182	0	0.00%

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
ITC0502	FY12 Telecommunications Operations and Maintenance - 3rd and 4th Qtrs	Fund and staff all O&M activities related to the SSA network and voice/data/video communications.	2012-09-30	2012-09-30		182	0	0.00%

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Maintain a high availability of Computer Telephony Integration (CTI) applications	Percent	Technology - Reliability and Availability	Over target	99.850000	97.000000		99.000000	Monthly
Minimize average processing time for initial disability claims	Days	Customer Results - Service Coverage	Under target	111.000000	118.000000	109.000000	111.000000	Semi-Annual
Percent of Deputy Commissioner of Systems (DCS) Enterprise Application Availability	Percent	Technology - Reliability and Availability	Over target	99.000000	97.000000		97.000000	Monthly
Maintain a high availability of video architecture	Percent	Mission and Business Results - Management of Government Resources	Over target	99.000000	97.000000		97.000000	Monthly
Percent of DCS Data Exchange Architecture availability	Percent	Technology - Reliability and Availability	Over target	99.000000	97.000000		97.000000	Monthly